



The National CLAS Standards: Making CLAS Happen

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Advancing Health Equity at Every Point of Contact



Health Determinants and Disparities Practice at SRA

*Bringing CLAS and Equity to
Systems Impacting Health*

The Health Determinants & Disparities Practice at SRA has over 60 years of combined experience in the areas of culturally and linguistically appropriate services (CLAS), health disparities and health equity.

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HHS Office of Minority Health

Mission: To improve the health of racial and ethnic minority populations through the development of health policies and programs that will help eliminate health disparities



What are we talking about today?

What needs to happen?

What are the National CLAS Standards?

How can the National CLAS Standards help make it happen?



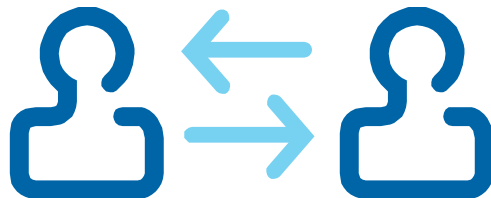


What needs to happen?



Effective Communication

A two-way process in which messages are negotiated until the information is correctly understood by both parties.



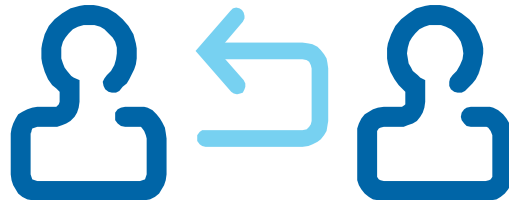
The Joint Commission, 2010





Effective Communication

- When providers understand and integrate the information gleaned from patients.
- When patients comprehend accurate, timely, complete, and unambiguous messages



The Joint Commission, 2010



Ineffective Communication

- “*Intoxicado*”
- Rita Quintero





What is CLAS...?

...and why does CLAS
need to *happen*?



What are culturally and linguistically
appropriate services (CLAS)?

Services that are respectful of and responsive to individual cultural health beliefs and practices, preferred languages, health literacy levels, and communication needs and employed by all members of an organization (regardless of size) at every point of contact.





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OMH, 2013



The Case for Culturally and Linguistically Appropriate Services

Changing Demographics

By 2060, the U.S. population is projected to be 43% non-Hispanic White; 31% Hispanic; 15% Black; 8.2% Asian American; .3% Native Hawaiian and Pacific Islander; and 1.5% American Indian/Alaska Native.

Legislation

Federal: Affordable Care Act, Title VI of the Civil Rights Act of 1964, Americans with Disabilities Act
States: New Jersey, California, Washington

Accreditation

Joint Commission, National Committee on Quality Assurance

Cost of Health and Health Care Disparities

The combined cost of health inequalities and premature death in the U.S. is \$1.24 trillion. Eliminating health disparities for minorities would have reduced direct medical care expenditures by \$229.4 billion in 2003-2006.

OMH, 2013





The Case for Culturally and Linguistically Appropriate Services

Medical Errors

Patients with limited English proficiency who may not be able to communicate effectively with health care providers may be at greater risk for medical errors.

Readmissions

Racial and ethnic minorities are more likely to be readmitted for certain chronic conditions than their non-Hispanic White counterparts.

Length of Stay

Length of a hospital stay for patients with limited English proficiency was significantly longer when professional interpreters were not used at admission or both admission/discharge.

Increase Market Share

A hospital increased its market share among individuals with limited English proficiency by creating individual maternity suites with a cultural competency component in their design.

OMH, 2013



Why does CLAS need to happen?

"Please don't cry, Mama;
they tell me I have
cancer."





Why does CLAS need to happen?

When a non-English speaking patient comes to the hospital everything is strange...
The only familiar thing in this alien environment is the voice of the interpreter.



Why does CLAS need to happen?

...The doctor decided to cancel the rest of his afternoon appointments to really get to know the patient through an interpreter.





Why does CLAS need to happen?

I want to tell you the story of a community health center in North Carolina where they were trying to incorporate health literacy practices...



What are the National CLAS Standards?





The National CLAS Standards

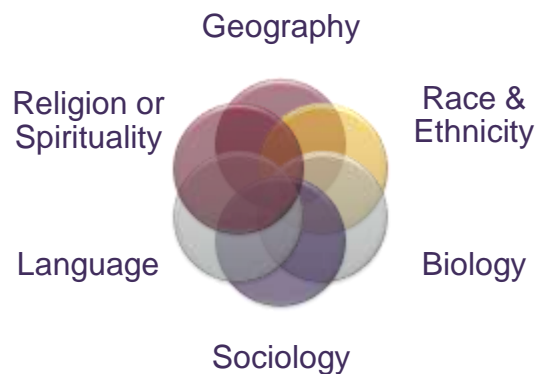
The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care

- Published by the HHS Office of Minority Health in 2000
- Re-published in 2013



The National CLAS Standards

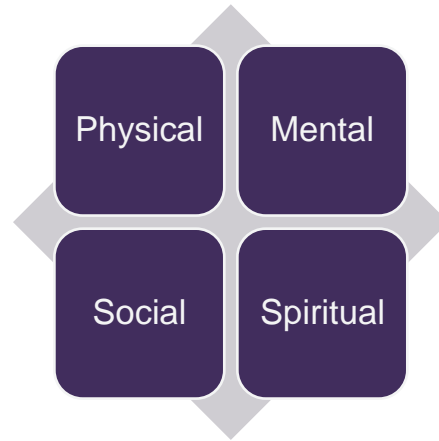
Culture





The National CLAS Standards

Health



The National CLAS Standards

**Health and Health
Care Organizations**





The National CLAS Standards



The National CLAS Standards

Standard 1
Principal Standard

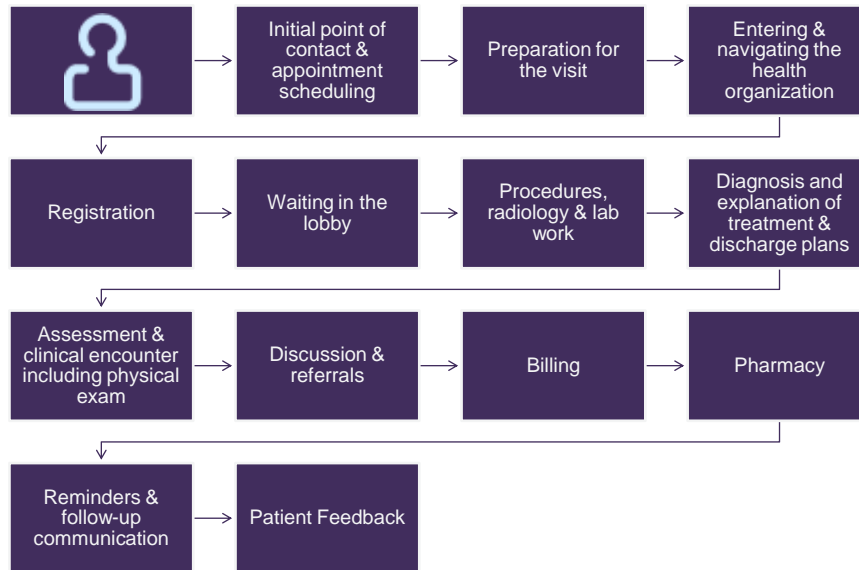
Standard 2-4
Governance,
Leadership &
Workforce

Standard 5-8
Communication &
Language Assistance

Standard 9-15
Engagement,
Continuous
Improvement &
Accountability



Every Point of Contact



How do the National CLAS Standards help us to *make it happen?*



The Blueprint

*National CLAS
Standards:
A Blueprint for
Advancing and
Sustaining CLAS
Policy and Practice*



Become a CLAS Champion

Become a CLAS champion in your organization make the case for safety, satisfaction, quality, equity.





Think Cultural Health

Join the CLCCHC

Share Your Stories



For More Information & Questions



www.ThinkCulturalHealth.hhs.gov



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Share Your Stories



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